



PCMH Interface with Medical Neighborhood

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Patient Centered Medical Home

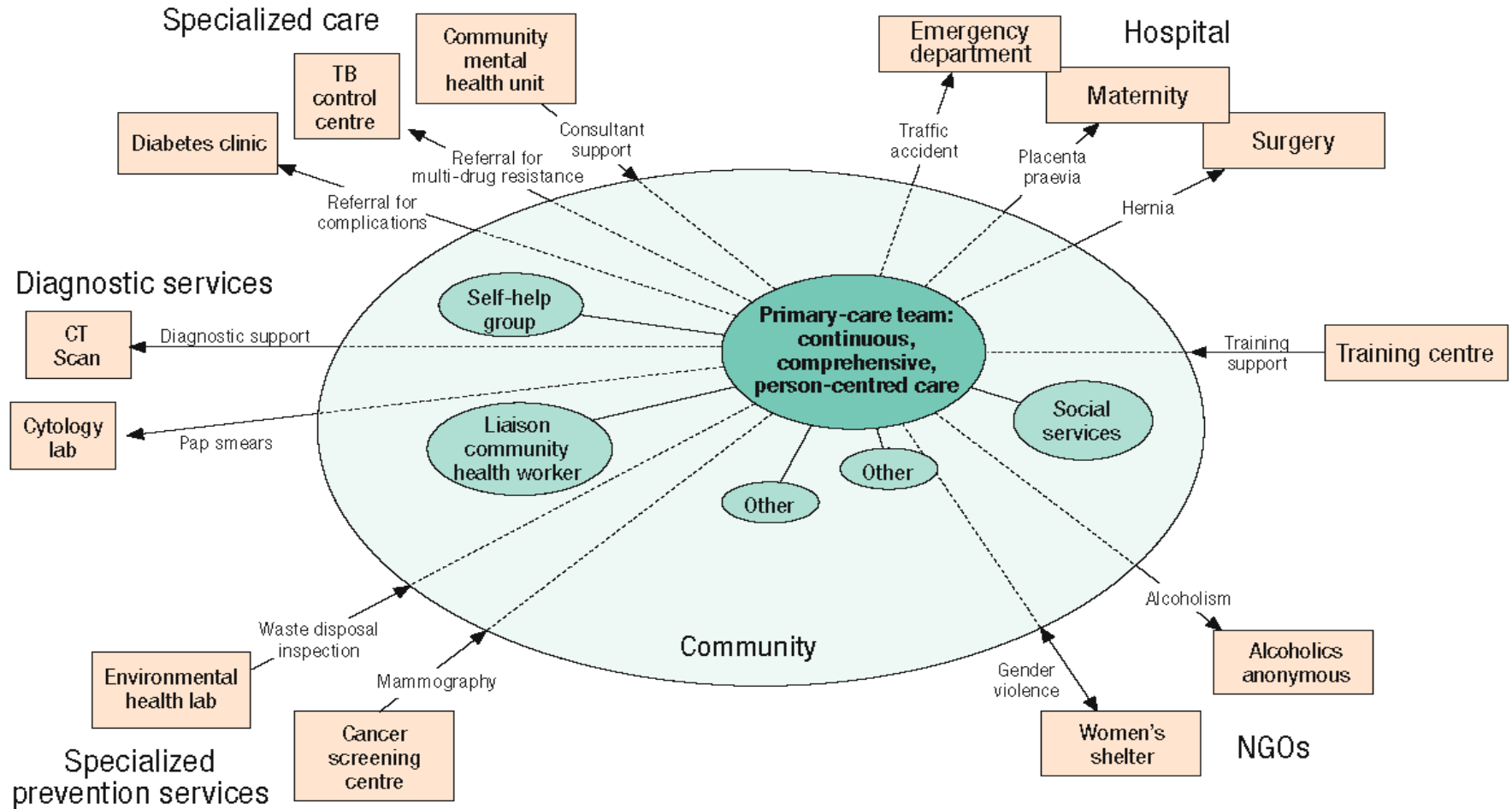


- **Place**
- **Process**

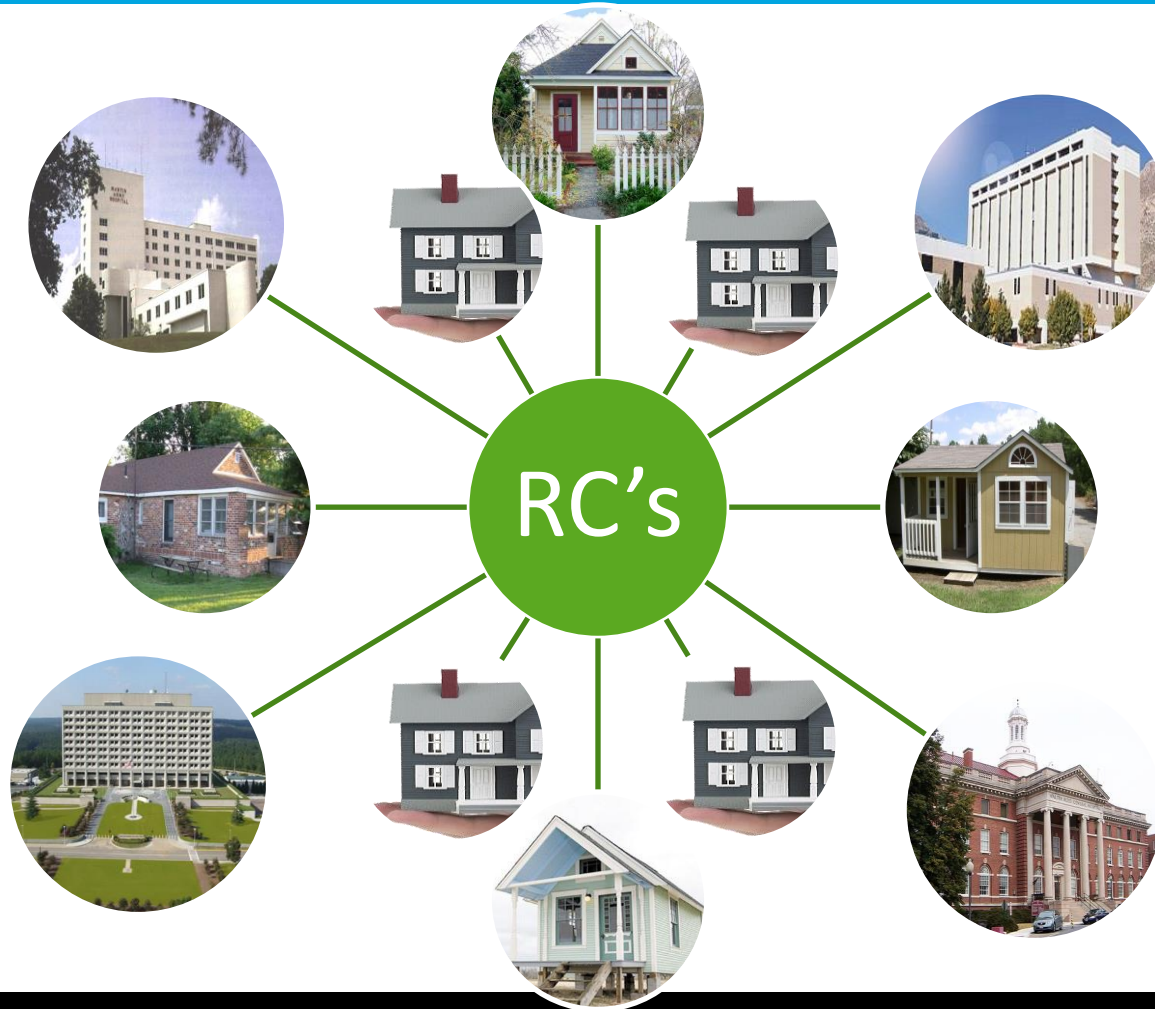
The Medical Home Neighborhood Systems Level



Primary Care as a Hub of Coordination



Innovation in Delivery – Systems Level



Importance of PCMH-Neighborhood

- Person-Centered
- Connects the Dots
(Integration /
Coordination)
- Improves Communication
- Coordinates Care
- Reduces Waste and
Duplication
- Improved Access
- Quality Improvement



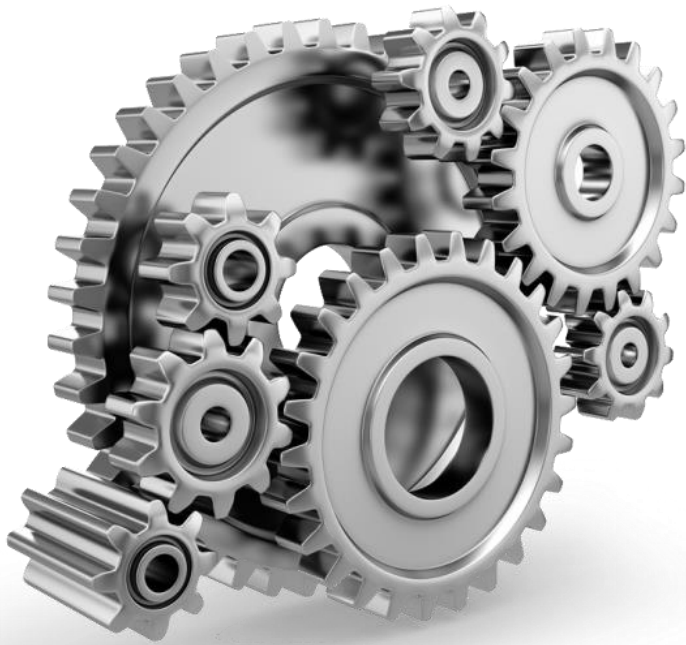
Importance of the PCMH-Neighborhood (cont'd.)

- Patient Safety
- Right Person, Right Place, Right Time, Right Reasons
- Clarifies Co-Management Situations
- Supports the PCMH
- Broadens Responsibility and Accountability
- Improved Care for Complex Patients
- Saves Money

Challenges of the PCMH-Neighborhood

- PCP's Send Information 70% of the Time; Specialists Receive 35%
- Specialists Send Reports 81% of the Time; PCP's Receive 62%
- Payment
- Reduction in Patients
- Uncertainty
- Control
- Better Staffing Models
- Culture of Greater Engagement (Practices, Patients, Families, Communities)

Types of Interactions Between PCMH and PCMH Neighborhood



- Pre-Consultation Exchange
- Formal Consultation
- Co-Management
- Transfer of Care

Care Coordination Agreements

- Define Types of Interactions
- Specify Who is Accountable
- Specify Content of Core Data Set
- Define Expectations
- Specify How Secondary Referrals Handled



Care Coordination Agreements (cont'd.)

- Clarify Inpatient Process
- Clarify Emergency Communication
- Regular Review of Agreements
- Non-Financial and Financial Alignment



Future Trends / Innovations

- E-Mail Consultations (Asynchronous)
- Tele-Health
- Payment
- EMR Interoperability

Country/Nation

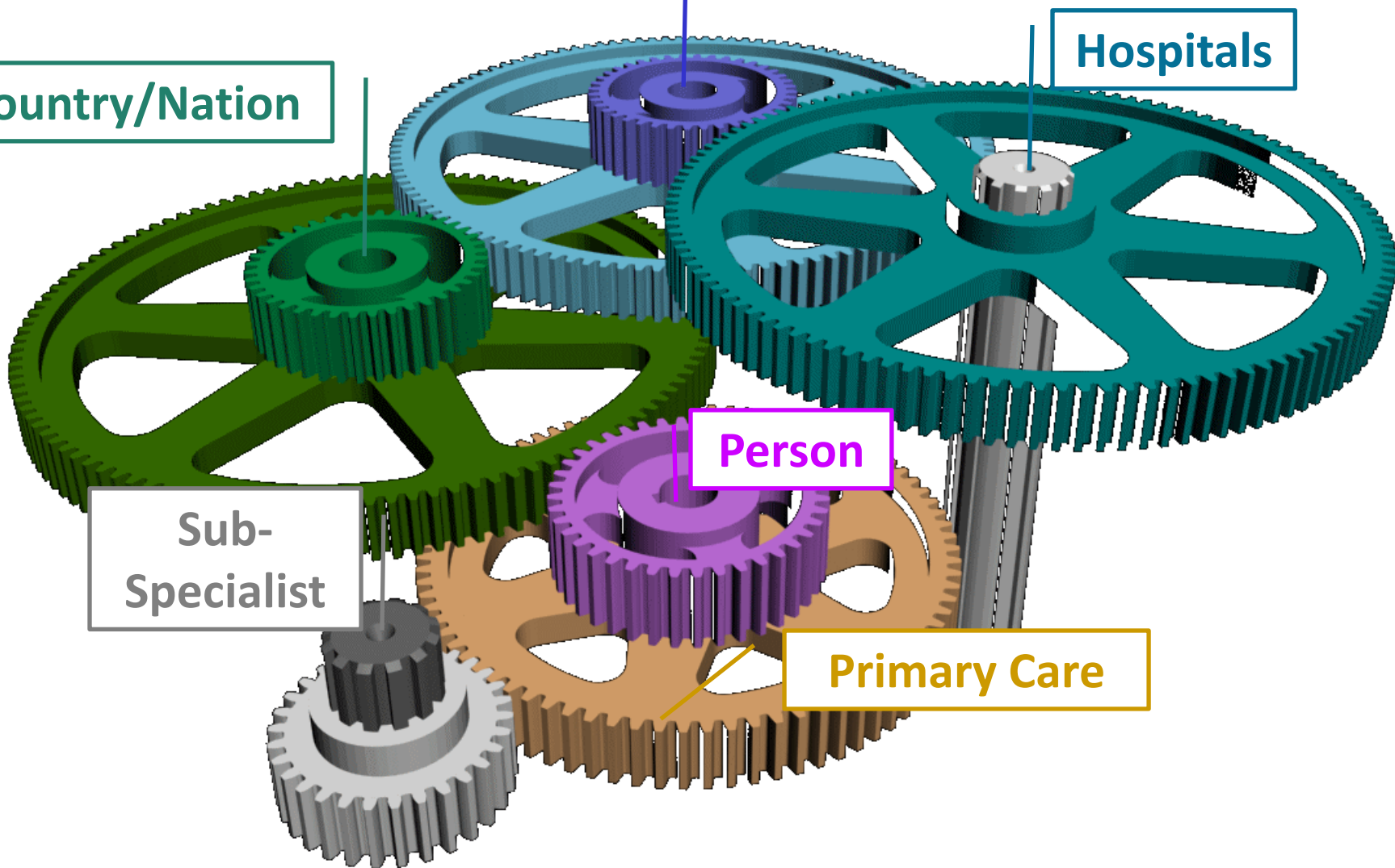
Employer's Payers

Hospitals

Person

Sub-
Specialist

Primary Care



Symphony of Care



Summary of PCMH-Neighborhood

- Interdependent on Each Other
- Practices Must Work Smoothly with Each Other
- Many Opportunities and Challenges
- Four Types of Interactions
- Dialog Around Care Coordination Agreements
- Keep the Person at Center of System

Questions

